

**Invitation to tender and statement of requirement**

**June 2018**

**For replacement of Section 29 database**

Contract owner: Mark Stobbs

# 1. Purpose of document

- 1.1 The purpose of this document is to invite proposals for the replacement of the section 29 database for the Professional Standards Authority (Authority).
- 1.2 This document contains the following sections:
  - Introduction to the Authority
  - Statement of requirement
  - Tender proposal and evaluation criteria
  - Procurement procedures.

## 2. Introduction to the Authority

- 2.1 The Authority promotes the health, safety and wellbeing of patients, service users and the public by raising of regulation and voluntary registration of people working in health and care. We are an independent body, accountable to the UK Parliament.
- 2.2 We oversee the work of nine statutory bodies that regulate health professionals in the UK and social workers in England. We review the regulators' performance and audit and scrutinise their decisions about whether people on their registers are fit to practise.
- 2.3 We also set standards for organisations holding registers for people in unregulated health and care occupations and accredit those organisations that meet our standards.
- 2.4 To encourage improvement, we share good practice and knowledge, conduct research and introduce new ideas including our concept of right-touch regulation. We monitor policy developments in the UK and internationally and provide advice to governments and others on matters relating to people working in health and care.
- 2.5 We also undertake some international commissions, which are paid for by the commissioners, to extend our understanding of regulation and to promote safety in the mobility of the health and care workforce.
- 2.6 We are committed to being independent, impartial, fair, accessible and consistent. More information about our work and the approach we take is available at [www.professionalstandards.org.uk](http://www.professionalstandards.org.uk).

### Our Values

- 2.7 Our values act as a framework for our decisions. They are at the heart of who we are and how we would like to be seen by our partners. We are committed to being:
  - Focused on the public interest
  - Independent
  - Fair
  - Transparent
  - Proportionate.
- 2.8 Our values are explicit in the way we work: how we approach our oversight of the registration and regulation of those who work in health and social care, how we develop policy advice and how we engage with all our partners. We strive to be consistent in the way we apply our values.
- 2.9 We are independent but hold ourselves accountable to the public and to the parliaments and assemblies of the UK for what we do and how we do it.

- 2.10 We listen to the views of people who receive care. We seek to ensure that their views are considered in the registration and regulation of people who work in health and social care.
- 2.11 We develop and promote right-touch regulation<sup>1</sup>. This is regulation that is proportionate to the risk of harm to the public and provides a framework in which professionalism can flourish and organisational excellence can be achieved<sup>2</sup>. We apply the principles of right-touch regulation to our own work.

### Supplying the Authority

- 2.12 The Authority is responsible for purchasing the goods and services necessary to achieve its role as the health and social care authority.
- 2.13 Therefore, we aim to achieve the following values:
- To provide a modern, efficient, transparent and responsible procurement service;
  - To achieve value for money by balancing quality and cost;
  - To ensure contracts are managed effectively and outputs are delivered
  - To ensure that processes have regard for equality and diversity
  - To ensure that procurement is undertaken with regard to law and best practice.

### Small and Medium Enterprises

- 2.14 The Authority considers that this contract may be suitable for economic operators that are SME's and voluntary organisations. However, any selection of tenderers will be based on the criteria set out for the procurement process, and the contract will be awarded on the basis of the most economically advantageous tender.

### Small and medium enterprises and voluntary organisations:

Enterprise Category	Headcount	Turnover	or	Balance Sheet Total
Micro	<10	≤ € 2 million		≤ € 2 million
Small	<50	≤ € 10 million		≤ € 10 million

<sup>1</sup> Professional Standards Authority, 2010. *Right-touch regulation*. Available at [www.professionalstandards.org.uk/policy-and-research/right-touch-regulation](http://www.professionalstandards.org.uk/policy-and-research/right-touch-regulation)

<sup>2</sup> Organisational excellence is defined as the consistent performance of good practice combined with continuous improvement

<b>Medium</b>	<b>&lt;250</b>	<b>≤ € 50 million</b>	<b>≤ € 43 million</b>
<b>Large</b>	<b>&gt;251</b>	<b>&gt; € 50 million</b>	<b>&gt; € 43 million</b>

2.15 Please ensure that you indicate how your organisation is categorised on the form of tender document which should be submitted along with your proposal.

## 2. Statement of Requirement

### Background to the project

One of the Professional Standards Authority's (PSA's) primary roles is to monitor and review the fitness to practice decisions reached by the nine health regulators.

Fitness to practice decisions are logged into what is known as the section 29 database, as cases for review.

The system manages the tracking of these cases and any actions that the PSA initiates should it decide to review the regulator's decision.

The current system has been developed in SharePoint 2010, the support for which will end in 2019. The PSA wish to replace the existing system.

### Project Objectives & Scope

The new system will replace the existing SharePoint-based system and will be used by around 20 core users.

The system will largely replicate the functionality of the existing database, though a number of improvements have been identified and documented in the requirements specification.

The principle processes supported by the initial phase of the project are:

- The logging of FTP decisions
- The initial assessment of decisions
- Managing the request and the submission of further information from the regulators where appropriate
- Case meetings to determine if the PSA should appeal a decision
- Management of the appeals process
- Feeding back learning points to the health regulators
- Reporting

Potential later phases of work include:

- Managing complaints from the public
- Managing and reporting on performance metrics for the regulators

It is envisaged the new system will provide the following benefits:

- Provide a supported platform
- Provide a flexible environment which can be quickly adapted to meet new requirements

- Cut the time involved in managing the supported processes by reducing the number of places data is maintained and automating previously manual tasks
- Provide greater visibility of a registrant and their current and historic FTP cases
- Improve the ability to query and report from the system

## **Project Outputs, deliverables and contract management**

### **Outputs and deliverables**

The project will require:

- The set up of the case management system
- The set up of an integrated portal to allow regulators to upload files, and to share case information with lawyers
- Migration of the data in the current database as well as migration of data from the previous system
- Integration with the Sage Line 50 finance system

The requirements have been detailed in a requirements specification which is provided as part of this ITT.

Suppliers are expected to provide the software and implementation services in order to facilitate a go-live by 31st March 2019.

The selected supplier will be expected to provide ongoing support of the system.

### **Contract management requirements**

The PSA has appointed a project manager to run the project. It is envisaged the supplier will provide a project manager to coordinate the supplier's delivery of the system. It's envisaged that the project managers will meet on a monthly basis during the implementation and for the following three months after the system goes live.

## **Project timescales**

The provisional project timetable is as follows:

- Supplier appointed by 31 August 2018
- Implementation to commence by 17 September 2018
- User acceptance testing to complete by 28 February 2019

- Go live by March 31 2019
- Completion of post live fixes April 30 2019

### **Budget and Payment Schedule**

Payment will be on a milestone base. The milestones will be agreed with the selected supplier based on the implementation methodology being used.

### **Further project related information for bidders**

#### **Intellectual Property Rights**

The PSA will own the intellectual property rights for all project related documentation and artefacts.

#### **Confidentiality**

All consultants working on the project are required to abide by the Cabinet Office's protective marking guidelines, which the Authority uses to protectively mark a proportion of its information.

#### **Sub-Contractors**

Contractors may use sub-contractors subject to the following:

- That the contractor assumes unconditional responsibility for the overall work and its quality;
- That individual sub-contractors are clearly identified, with fee rates and grades made explicit to the same level of detail as for the members of the lead consulting team.

Internal relationships between the contractor and its sub-contractors shall be the entire responsibility of the contractor. Failure to meet deadlines or to deliver work packages by a subcontractor will be attributed by the Authority entirely to the contractor.

## 3. Tender response and evaluation criteria

### The tender response

The tender response should include answers to the following questions:

#### 1. Solution

1. Please describe the solution being proposed. This should be an overview outlining how the requirements will be met. It should describe the technologies being proposed and integration points between them.

#### 2. Application

1. Please indicate the application name and version number for the proposed software application(s).
2. Please indicate the name of the company developing the software.
3. Please indicate the projected date for the next major release for the software and overview the key enhancements.
4. Please list and briefly describe all currently price-listed versions (for example base and enterprise versions) and modules for the proposed application.
5. Please indicate if the solution proposed is on-premise or cloud-based.
6. Please indicate any technical requirements to run the proposed application. This should include, but not be limited to, any minimum standards in terms of hardware, operating systems, email systems, desk-top applications, internet browser application, and database software.

#### 3. Application upgrades

1. Please indicate how upgrades are charged for.
2. Please indicate the vendor's policy on the support of previous versions of the application. Please indicate any specific commitments in terms of the duration of support provided by the software developer for the proposed applications.

#### 4. Your profile

1. Please indicate the name of your company
2. Please indicate the number of staff in your company broken down by the following areas – sales, marketing, implementation, training, support, administration and management.
3. Please indicate any software applications that you sell, other than the application proposed as part of this ITT.
4. Please indicate the number of live customers you have for the proposed application.

5. Please indicate how long you have been selling the proposed application.

#### **5. Your support capabilities**

1. Please indicate the number of staff that you have providing support for the proposed application.
2. Please indicate the support hours you provide as standard.
3. Please describe any defined service levels offered as part of your support services.
4. Please indicate your policies with regard to supporting previous versions of the software.
5. Please indicate the basis on which the pricing for your support services is calculated.

#### **7. Your approach to implementation**

1. Please indicate the number of implementation staff you have accredited to implement the proposed application.
2. Please provide information about the implementation methodology you would propose to use for this implementation. Please indicate any documentation that will be provided as part of this methodology and highlight any review/sign off points in the process.
3. Please indicate what testing work conducted by your staff has been factored into your pricing for this solution.

#### **8. Future partner migration**

The PSA wishes to have the flexibility to change implementation partner should the supplier relationship be viewed as unsatisfactory. Please indicate any aspects of your implementation approach or standard contractual terms that would limit PSA's ability to change supplier at a later date. Please also highlight any aspects of your proposed solution or approach that would facilitate a smooth and effective transition should the need arise.

#### **9. Administration**

Please indicate, in light of the appended requirements, and based on you experience, the typical time per week involved in administering the proposed system from both a system and user administration perspective.

#### **10. Contacts**

Please indicate the name, job title, and contact details for the following contacts:

1. Person responsible for responding to the ITT and managing the initial sales process
2. Person who will be managing the ongoing relationship with the PSA
3. The project manager for the implementation

4. An executive level contact should an issue need to be escalated

### **11. Experience and references**

Please indicate the names of any other customers you would offer as a relevant reference to support your proposal. Please note the PSA will not approach any named reference without your permission to do so.

### **12. Costs**

Please set out costs to provide a solution that meets the appended functional requirements. Please note pricing is not required for future phase requirements outlined in section 7.2.23 of the requirements document. In terms of the integration with the Sage Line 50 requirement set out in section 7.2.18.2, this may or may not be undertaken in phase one depending on cost. Please price this separately in your response.

Pricing should be in sterling and net of VAT. Please break down costs by the following areas:

#### **IT infrastructure requirements**

1. Please indicate the server hardware you recommend to run the proposed solution (assuming you are proposing an on-premise solution) and include indicative costs (even if you are not offering hardware as part of this response).
2. Please indicate any additional software that the PSA may require to run your proposed solution other than the CRM software you are proposing. For example, this may include any database server software that is required. Please provide indicative costs (even if you are not offering these applications as part of this response).

#### **Software**

1. Please list all application software and associated modules required to provide the solution.
2. Please list the basis of licensing for each application – for example, server license, per named user, per concurrent user.
3. Please provide the initial price for each application.
4. Please provide any ongoing licensing costs for each application.

#### **Support and maintenance**

1. Please provide the initial and ongoing costs of support and maintenance for each application.
2. Please indicate how the ongoing cost of support and maintenance is calculated.

#### **Implementation**

1. Please indicate the number of days and associated day rate to implement the proposed solution.
2. Please break down the implementation into the key phases per the implementation methodology you will be using.
3. Where the application requires two or more days of customization or development in order to meet the specified requirement, please break these out separately and reference them to the appropriate section of the functional requirements document.

### **Training**

1. The supplier will be required to provide administrator training and user training. Please indicate the number of days required to deliver this training, the day rate, and any associated expenses.

### **Documentation**

1. The supplier will be required to document the system post delivery, including the purpose and dependencies of any scripting, workflows and automation, and the field mapping and dataflows of any integrations. Please indicate costs for completing this work.

### **Other costs**

1. Please identify any other costs you believe may be incurred as part of this project, even if these are not part of your proposal.

### **Fixed Price**

1. Please note the supplier will be expected to deliver the project at a fixed price. Please advise if the pricing provided is a fixed price, and if not, what activities, at what price, and over what timelines the supplier needs to undertake to produce a fixed price proposal.

### **13. Terms**

1. Please summarise any key contractual terms associated with your provision of the solution. For example, credit terms, approach to billing, intellectual property rights in respect to modules and customisations, etc.

### **14. Response to functional requirements**

The following section summarises the requirements set out in the appended requirements document. Suppliers are invited to confirm each requirement has been met in their proposed solution. **Please note if a specified**

**requirement takes two or more days to achieve, the number of days work should be noted in the vendor comments area.**

If the vendor wishes to elaborate on a confirmation, for example to identify an alternative approach or to highlight a particular strength of the offering, this should also be done in the vendor comments area.

<i>ref.</i>	<i>requirement</i>	<i>vendor confirmation of ability to meet the stated requirement (yes/no)</i>	<i>vendor comments</i>
7.2.1	Contact entity fields		
7.2.2	Contact associated functionality		
7.2.3	Case entity fields		
7.2.4	Case associated functionality		
7.2.5	Learning point entity fields		
7.2.6	Procedural issue entity fields		
7.2.7	Invoice entity fields		
7.2.8	Activity entity fields		
7.2.9	Activity associated functionality		
7.2.10	Portal capabilities		
7.2.11	Searching and creating mailing lists		
7.2.12	Data entry and de-duplication		
7.2.13	Mail merge		
7.2.14	Appending files		
7.2.15	Workflow		
7.2.16	Access		
7.2.17	Data migration		
7.2.18	Data integration		

7.2.19	Reporting			
7.2.20	Security			
7.2.21	Administration requirements			
7.2.22	Development requirements			
7.2.23	Future phase requirements			
7.2.24	Current IT environment			
7.2.25	Defined technical requirements			

### Evaluation Criteria

Tenders will be assessed for compliance with procurement and contractual requirements which will include:

- Completeness of the tender information
- Tender submitted in accordance with the conditions and instructions for tendering
- Tender submitted by the closing date and time
- Compliance with contractual arrangements.

Tenders that are not compliant may be disqualified from the process. We reserve the right to clarify any issues regarding a bidder's compliance. It will be at the Authority's sole discretion whether to include the relevant bidder's response in the next stage of the process.

The contract will be awarded to the bidder(s) submitting the '**most economically advantageous tender**'. Tenders will be evaluated according to weighted criteria as follows:

#### **Ability to agree a fixed price (30%)**

Please note the supplier will be expected to deliver the project at a fixed price. Please advise if the pricing provided is a fixed price, and if not, what activities, at what price, and over what timelines the supplier needs to undertake to produce a fixed price proposal. The more work and cost involved in reaching a fixed price the less attractive the proposal.

### **Ability to deliver and support the system (40%)**

The supplier's ability to deliver the project on time and on budget, with a minimum of issues is a critical consideration in the project. The supplier's ability to support the system across its operational life, is also important. In these respects particular attention will be paid to:

- The proposed solution
- The proposed methodology
- Support capabilities and approach
- Experience
- Thoroughness and professionalism of the response
- Confidence in the team implementing the system

### **Cost / Value for money (30%)**

The cost of the proposed solution will be one of consideration in making the decision. It is important that potential suppliers identify all costs that are likely to be incurred as part of the project.

### **Marking Scheme**

Score 0	Unanswered or totally inadequate response to the requirement. Complete failure to grasp/reflect the core issues
1	Minimal or poor response to meeting the requirement. Limited understanding, misses some aspects
3	Good understanding and interpretation of requirements, providing clear evidence of how the criterion has been met
5	Excellent response fully addressing the requirement and providing significant additional evidence of how the criterion has been met and how value would be added

## 3. Procurement procedures

### Tendering Timetable

3.1 The timescales for the procurement process are as follows:

Element	Timescale
Invitation to tender issued	21 June 2018
Deadline to indicate an intent to respond	6 July 2018
Deadline for submission of proposals	5pm 18 July 2018
Shortlisted suppliers notified	25 July 2018
Shortlist presentations*	Week starting 13 August 2018
Notify preferred vendor	By 17 August 2018
Award contract	By 31 August 2018
Project kick off meeting	17 September 2018

\*Please ensure that the Project Manager and other key consultants who will be delivering this work are available for the shortlist presentations.

### Tendering Instructions and Guidance

#### *Intent to respond*

3.2 Suppliers are asked to advise the PSA the individual who will be primarily responsible for managing their response, and advise their contact details. Suppliers are also asked to notify the PSA by email to [richard.boardman@professionalstandards.org.uk](mailto:richard.boardman@professionalstandards.org.uk) whether they intend to respond to the tender by Friday 29 June 2019.

#### *Amendments to ITT document*

3.3 Any advice of a modification to the invitation to tender will be issued as soon as possible before the tender submission date and shall be issued as an addendum to, and shall be deemed to constitute part of, the invitation to tender. If necessary, the Authority shall revise the tender date in order to comply with this requirement.

#### *Clarifications and queries*

3.4 Please note that, for audit purposes, any query in connection with the tender should be submitted via email to [richard.boardman@professionalstandards.org.uk](mailto:richard.boardman@professionalstandards.org.uk) and should be saved accordingly. The response, as well as the nature of the query, will be notified to all suppliers without disclosing the name of the supplier who initiated the query.

### *Submission process*

- 3.5 Tenders will be accepted no later than the submission date and time shown above. Tenders received after the closing date and time may not be accepted. Tenders should be emailed to [richard.boardman@professionalstandards.org.uk](mailto:richard.boardman@professionalstandards.org.uk) Bidders have the facility to email later versions of tenders to the relevant member of staff until the closing date/time.
- 3.6 Please submit the supplier questionnaire along with your proposal.
- 3.7 An evaluation team will evaluate all tenders correctly submitted against the stated evaluation criteria.
- 3.8 By issuing this invitation to tender the Authority does not undertake to accept the lowest tender, or part or all of any tender. No part of the tender submitted will be returned to the supplier

### *Cost and pricing information*

- 3.9 Tender costs remain the responsibility of those tendering. This includes any costs or expenses incurred by the supplier in connection with the preparation or delivery or in the evaluation of the tender. All details of the tender, including prices and rates, are to remain valid for acceptance for a period of 90 days from the tender closing date.
- 3.10 Tender prices must be in sterling.
- 3.11 Once the contract has been awarded, any additional costs incurred which are not reflected in the tender submission will not be accepted for payment.

### *References*

- 3.12 References provided as part of the tender may be approached during the tender stage

### *Contractual information*

- 3.13 Following the evaluation of submitted tenders, in accordance with the evaluation criteria stated in this document, a contractor may be selected to perform the services and subsequently issued with an order.
- 3.14 Any contract awarded, as a result of this procurement will be placed with a prime contractor who will take full contractual responsibility for the performance of all obligations under the contract. Any sub-contractors you intend to use to fulfil any aspect of the services must be identified in the tender along with details of their relationship, responsibilities and proposed management arrangements.
- 3.15 The proposal should be submitted in the form of an unconditional offer that is capable of being accepted by the Authority without the need for further negotiation. Any contract arising from this procurement will be based upon the Authority's standard procurement terms and conditions. You should state in your proposal that you are willing to accept these terms and conditions.

- 3.16 The Authority does not expect to negotiate individual terms and expects to contract on the basis of those terms alone. If you do not agree to the conditions of a contract then your tender may be deselected on that basis alone and not considered further.
- 3.17 The Authority may be prepared to consider non-fundamental changes to the standard terms and conditions in exceptional circumstances. If there are any areas where you feel you are not able to comply with the standard Authority terms and conditions, then details should be submitted as a separate annex to the proposal using the following format:

<b>Clause Number</b>	<b>Existing Wording</b>	<b>Proposed Wording</b>	<b>Rational for amendment</b>

- 3.18 Any services arising from this ITT will be carried out pursuant to the contract which comprises of:
- The Authority terms and conditions
  - Service schedules
  - This invite to tender and statement of requirement document; and
  - The chosen supplier's successful tender.
- 3.19 The Authority's transparency obligations and the Freedom of Information Act 2000 (FOIA)
- 3.20 The Authority complies with the Government's transparency agenda and as a result, there is a presumption that contract documentation will be made available to the public via electronic means. The Authority will work with the chosen supplier to establish if any information within the contract should be withheld and the reasons for withholding it from publication.
- 3.21 Typically the following information will be published:
- Contract price and any incentivisation mechanisms
  - Performance metrics and management of them
  - Plans for management of underperformance and its financial impact
  - Governance arrangements including through supply chains where significant contract value rests with subcontractors
  - Resource plans

- Service improvement plans.

3.22 Where appropriate to do so information will be updated as required during the life of the contract so it remains current.

3.23 In addition, as a public authority, the Authority is subject to the provisions of the FOIA. All information submitted to a public authority may need to be disclosed by the public authority in response to a request under the FOIA. The Authority may also decide to include certain information in the publication scheme which it maintains under the FOIA.

3.24 If a bidder considers that any of the information included in its proposal is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received and the time period applicable to that sensitivity. Bidders should be aware that even where they have indicated that information is commercially sensitive the Authority may be required to disclose it under the FOIA if a request is received. Bidders should also note that the receipt of any material marked “confidential” or equivalent by the public authority should not be taken to mean that the public authority accepts any duty of confidence by virtue of that marking. If a request is received the Authority may also be required to disclose details of unsuccessful bids

3.25 Please use the following matrix: to list such information:

Para. No.	Description	Applicable exemption under FOIA 2000